

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

APPENDIX E - QUESTIONS AND ANSWERS

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
1.	9/7/05		Regarding the above referenced RFP, is Administrative Requirement #25 outlined in Section V.6.10 negotiable? Having almost 80% of payment after implementation would cause us not to bid.	No. This requirement protects the State's interests and ensures that the deliverables meet the specifications in the RFP and are without material defect.
2.	9/7/05		Regarding that requirement in general, we have started to see these payment terms in more and more RFPs. Is this going to be a standard condition on IT contracts? (If so, we and I believe many other organizations are going to decline to bid for the most part and will be forced to substantially raise our prices to cover this risk and financial hardship if we ever do bid.)	Having a Performance Bond is a requirement that is determined on a procurement by procurement basis however, it is standard to require a Performance Bond for contracts where progress payments are being made. The State understands that there is a cost associated with requiring a bond but the State believes that the protections provided by having the bond add considerable protection to the State.
3.	9/8/05	III-3	<p>The MIS/DSS data warehouse contract with the current Contractor expires April 16, 2006. This procurement is expected to result in a competitively bid Best Value contract for the transfer: enhancement: operation and maintenance of the MIS/DSS.</p> <p>We request that the Department clarify the requirements regarding the transfer of the current system.</p>	<p>At the end of the current contract, the State will own the following components of the MIS/DSS: (1) the current DB2 database, (2) six MS 2000 client/servers and, (3) a MVS mainframe.</p> <p>Bidders have the option of including these components in their proposed solution, or not. If the new solution requires additional or different hardware, these costs must be included in the Bidder's cost proposal. All Bidders must include end-user access software costs, as the State will own no MIS/DSS software after the end of the current contract.</p>

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
				<p>As stated in RFP Section VI. (Contract Deliverables), the State expects the Bidder to have their proposed solution operational within 6 months of Contract award. (See Section VI, SD-8 for additional information on implementation phases.)</p> <p>The Bidder will not be required to “transfer or operate” the existing MIS/DSS. As stated above, the Bidder has the option of using the components that the State will own, or bidding different components. The RFP has clarified this process in Addendum 1.</p>
4.	9/8/05	III-3	<p>The contract with the current Contractor will end on April 16, 2006. The current projected Contract award date for this RFP is April 6, 2006. Given the short timeframe, and the gap between contract award and start-up, it is unclear what the bidder will be required to perform in the intermediate time. Also, what will the status of the current system be during the 6 months between contract award and start-up of the transferred system?</p>	<p>The new Contractor will be required to install and operate their proposed solution within six months of Contract Award.</p> <p>The State is currently considering the answer to: “What will the status of the current system be during the 6 months between contract award and start-up of the transferred system?”</p> <p>Options under consideration include: (1) a contract extension with the current vendor during which time the current vendor will continue to operate the MIS/DSS in its current form and will work with the new contractor for an orderly transition. (2) Shut down the MIS/DSS after the current contract expires until the new solution is</p>

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
				<p>installed, (3) allow users to access the DB2 data warehouse using COTS applications, but apply no updates for the six-month gap. Once a decision is made regarding this very important issue, it will be posted on this website.</p> <p>If Option 2 or Option 3 is implemented, the impact to the Bidder is that the data feed files that are produced during the “gap” period (the time between current contract expiration and the new system implementation) will be saved, and the Bidder will have to load these files into their MIS/DSS database.</p>
5.	9/8/05	III-3	Please describe in detail what needs to be transferred and what cannot be transferred. What transfer requirements, if any, would be required in case the incumbent is awarded the RFP?	<p>Please see question 3 above regarding the transfer of responsibility, and the components remaining in the MIS/DSS after the end of the current contract.</p> <p>Three key components that will not remain are: (1) software for end-user access to the data, (2) a means to update the data warehouse with new data and (3) a means to present summary/MIS data.</p> <p>The same requirements apply to all bidders. The current software and update methodology do not meet a significant amount of the requirements in this RFP (See the Independent Assessment in the Bidder’s Library).</p>
6.	9/8/05	IV-1	The MIS/DSS system will be a stand-alone	The system will be housed at the Department of

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			<p>system. The only automated interfaces to the system are the monthly data-feeds (i.e., the file extracts from the various DHS legacy systems that are loaded into the data warehouse by the Contractor).</p> <p>HHSDC houses the current mainframe hardware and operating system, file servers, as well as the telecommunications network. The Department of Technology Services will continue to house the MIS/DSS.</p> <p>If the bidder has an existing hosted system that meets much of the required functionality, could the system be hosted at the vendor's data center if the bid results in the best value to the State?</p>	<p>Technology Services. This is a considered decision - with input from organizational units within DHS, Health and Human Services Agency, and DGS. Several factors influenced this decision including, the security and control of protected health information (PHI) and data, in general, and the impact on competition and transfer of a system to a new contractor after our contract ends.</p>
7.	9/8/05	SA-21	<p>The Contractor shall include as part of the fixed price bid the cost for upgrading the MIS/DSS IBM 9672-R26 mainframe in order to support the migration to the 64 bit, z/OS V1R6 operating system. This upgrade will occur prior to March 31, 2007, when IBM will withdraw support from z/OS V1R4.</p> <p>Will the upgrade be required if the proposed system does not require a mainframe?</p>	<p>If the proposed MIS/DSS does not require a mainframe, this upgrade will not be necessary.</p> <p>This requirement has been clarified in Addendum 1.</p>
8.	9/8/05		<p>What is the long-term strategic vision for the MIS/DSS system at DHS?</p>	<p>Please refer to the following documents in the Bidders Library:</p> <ul style="list-style-type: none"> • Independent Assessment of the MIS/DSS –

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
				Final Report <ul style="list-style-type: none"> • Post Implementation Evaluation (PIER) Report • MIS/DSS Planning Advance Planning Document (PAPD) and Addendum
9.	9/8/05		Which of the “technological advancements and new business needs” mentioned in the RFP are particularly significant for or interesting to DHS?	All mandatory requirements in the RFP are significant to DHS. See the Independent Assessment of the MIS/DSS – Final Report, and MIS/DSS PAPD, Addendum III in the Bidder’s Library for additional information.
10.	9/8/05		Who is the project sponsor (Project Executive) for the MIS/DSS system? Who provides the top-level commitment and guidance to provide timely and accurate information for the data warehouse?	Stan Rosenstein, Deputy Director – Medical Care Services (State Medicaid Director) is the Executive Sponsor of the MIS/DSS. Top-level commitment and guidance is provided by the MIS/DSS Steering Committee and the four Medical Care Services Division Chiefs (See MIS/DSS PAPD, Addendum II in the Bidder’s Library).
11.	9/8/05		Who are the key departmental users of the system?	See the following documents in the Bidder's Library: <ul style="list-style-type: none"> • Independent Assessment of the MIS/DSS – Final Report • Post Implementation Evaluation (PIER) Report MIS/DSS Planning Advance Planning Document

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
				(PAPD) and Addendum
12.	9/8/05		Are there standards in place that govern the content and format of each source data stream for data fed into the data warehouse? If so, where are these standards located?	Yes. See the following documents in the Bidder's Library: <ul style="list-style-type: none"> • S35 File Layout • Paid Claims Front End Redesign (PCES) • S35 File Data Element Dictionary Detailed Data Feed Overview Chart
13.	9/8/05		What is the scope of change management (user orientation) and business process analysis activities required for any organizational changes that will accompany the initial implementation of the system?	The Contractor will be required to conduct user orientation and training on the new system once it is operational (See RFP Section IV – Training). The MIS/DSS Steering Committee will provide overall strategy and guidance of the MIS/DSS implementation, and will serve as the executive-level champions for any necessary business process or organizational changes.
14.	9/8/05		Is DHS interested in upgrading the existing DB2 DBMS or replacement of the DBMS?	We are open to any solution that will meet our needs as stated in the mandatory requirements in the RFP.
15.	9/8/05		Can you give additional detail about the existing technical infrastructure support for an enterprise-wide, web-based system?	See the following documents in the Bidder's Library: <ul style="list-style-type: none"> • Equipment Inventory List • Software Inventory List Daily S4 CPU Utilization Chart
16.	9/8/05	II.3.6.4 Page II-6	Bidders should be aware that making a document "confidential" or "proprietary" in a final proposal will not keep that document, after notice of intent to award, from being	You cannot make the entire Proposal document confidential. If you have to provide confidential information to answer a particular requirement, identify the type of information you must

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			<p>released as part of the public record, unless a court has ordered the State not to release the document.</p> <p>When proprietary content must be disclosed in order to demonstrate compliance with a requirement, what is the mechanism by which vendors' intellectual property may be protected?</p>	disclose to DGS prior to submitting the information and the State will let you know if we agree that it is confidential. If we believe it is confidential you should submit the information with your Proposal and when the Evaluation Team has finished reviewing the information it will be returned to you and the State will not retain a copy. If DGS does not believe it is confidential, we will so notify you and you can choose to include the information or not. This may take some time so please submit your requests early.
17.	9/8/05	II.4.1 Page II-10	<p>From Information Technology Purchase Special Provisions, Section 2, Page 1: Unless otherwise specified in the Statement of Work, title to the Equipment shall remain in the Contractor and assigns, if any, until such time as successful acceptance testing has been achieved. Title to a special feature installed on a Machine and for which only a single installation charge was paid shall pass to the State at no additional charge, together with title to the Machine on which it was installed.</p> <p>After successful acceptance testing, will the State hold title for and own the hardware included in the vendor's proposal?</p>	Yes.
18.	9/8/05	II.4.1 Page II-10	From The IT General Provisions, Section 83, Page 7:	The IT General Provisions you quoted covers what will happen during the contract term.

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			<p>State agrees that all material appropriately marked or identified in writing as proprietary and furnished hereunder are provided for State's exclusive use for the purposes of this Contract only. All such proprietary data shall remain the property of the Contractor. State agrees to take all reasonable steps to insure that such proprietary data are not disclosed to others, without prior written consent of the Contractor, subject to the California Public Records Act.</p> <p>When proprietary content must be disclosed in order to demonstrate compliance with a requirement, what is the mechanism by which vendors' intellectual property may be protected?</p>	Please see response to Question 16 for how confidential information will be handled prior to contract award.
19.	9/8/05	V.6 Page V-2	<p>If the Bidder identifies any of the submitted information as confidential, and the State agrees, it shall be treated as described in Section II.3.6.4, Confidentiality.</p> <p>When proprietary content must be disclosed in order to demonstrate compliance with a requirement, what is the mechanism by which vendors' intellectual property may be protected?</p>	Please see response to Question 16.
20.	9/8/05	V.6.10.4 Page V-13	Maintenance, Operations, and Administration. The Contractor may invoice for Maintenance,	This requirement has been corrected in Addendum 1.

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			<p>Operations and Administration support on a monthly basis following production implementation, in arrears. It is anticipated that design and implementation will be completed within the first six (6) months of the contract. Therefore, for Year 1, it is anticipated that there will be six (6) months of Help Desk support. Years 2 – 7 would include twelve (12) months of Help Desk support per year.</p> <p>Question: Should this section be reworded as follows?</p> <p>Maintenance, Operations, and Administration. The Contractor may invoice for Maintenance, Operations and Administration support on a monthly basis following production implementation, in arrears. It is anticipated that design and implementation will be completed within the first six (6) months of the contract. Therefore, for Year 1, it is anticipated that there will be six (6) months of <i>Maintenance, Operations and Administration</i> support. Years 2 – 7 would include twelve (12) months of <i>Maintenance, Operations and Administration</i> support per year.</p>	
21.	9/8/05	V.6.11.2 Page V-13	If the Contractor does not meet of the system availability time specified in Section VI.1.2,	System availability calculations will not include the time period between 00:01 am Sunday and

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			<p>Mandatory Technical Requirements, PA-4, the State may assess the Contractor Liquidated Damages for each month that the system does not meet 95% of availability requirements per calendar month. Liquidated Damages will be assessed in the amount of \$5000 per month.</p> <p>Does the 95% rule exclude any of the following outages (see PA-4 on page VI-32 and SM-4 on page VI-4):</p> <ul style="list-style-type: none"> Planned outages, e.g., those approved by the DHS MIS/DSS Project Manager Outages between 00:01 am Sunday and 6:00 am Monday <p>Outages outside regular State business hours</p>	6:00 am Monday. This time period is available for the Contractor to perform system maintenance activities.
22.	9/8/05	SA-1 Page VI-29	<p>The System shall conform to the California DHS Web-based Application Architecture Standards and Processes (see Bidders' Library).</p> <p>The California DHS Web-based Application Architecture Standards and Processes document contains a subset of service descriptions pertaining to hosting application services by the Division, and not the full range of services provided by the Division. The full range of services is posted internally at CDHS at the intranet site http://itsd.int.dhs.ca.gov. Do vendors need to understand the full range of</p>	This requirement has been deleted in Addendum 1.

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			services and if so, can CDHS provide access to this intranet site?	
23.	9/8/05	SA-1 Page VI-29	<p>The System shall conform to the California DHS Web-based Application Architecture Standards and Processes (see Bidders' Library).</p> <p>If the Project Initiation Volume of the CDHSAASP applies to this RFP process, can DCHS provide full access to the detailed project management practices posted on their intranet at http://itsd.int.dhs.ca.gov/Planning%20and%20Project%20Management?</p>	This requirement has been deleted in Addendum 1.
24.	9/8/05	SA-1 Page VI-29	<p>The System shall conform to the California DHS Web-based Application Architecture Standards and Processes (see Bidders' Library).</p> <p>The California DHS Web-based Application Architecture Standards and Processes document addresses development practices and methodologies to be adopted by new software development activity within CDHS. Which sections would apply to vendors external to CDHS?</p>	This requirement has been deleted in Addendum 1.
25.	9/8/05	SA-10 Page VI-30	The DBMS shall be designed and implemented using one of the following enterprise relational database: SQL Server,	This requirement has been modified in Addendum 1.

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			<p>Oracle, DB2, Sybase.</p> <p>Would DHS consider a Teradata-based solution, as Teradata is a leading DBMS used in large-scale database applications such as the Teradata Integrated Data Repository that will be implemented by CMS?</p>	
26.	9/8/05	CS-2 Page VI-39	<p>The Contractor's proposed Project Manager shall be a certified Project Management Professional by the Project Management Institute, or have successfully completed a project management training program from an accredited University.</p> <p>Does a Bachelor of Science degree in a program for analysis, design, and implementation of information systems from a University accredited by the International Assembly for Collegiate Business Education (IACBE) and the Western Association of Schools and Colleges (WASC) and a member of the American Assembly of Collegiate Schools of Business (AACSB) qualify?</p>	This requirement has been modified in Addendum 1.
27.	9/8/05	CS-5 Page VI-39	<p>The Contractor shall provide a management, documentation, and administrative staff structure to support system development and implementation. No individual will simultaneously fill more than one of the roles</p>	This qualification is specific to C-5. However, please note that the modified descriptions in C-6, C-7, and C-8 specify that the staff assigned to the tasks identified must be dedicated, full time staff.

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			<p>listed below, unless otherwise specified.</p> <p>Does the CS-5 requirement that no individual will fill more than one role listed in the CS-5 also apply to the roles specified in CS-6 through CS-10, or is it that the roles in CS-5 cannot overlap but other roles in CS-6 through CS-10 can overlap with roles in CS-5 through CS-10?</p>	
28.	9/8/05	SM-4 Page VI-47	<p>The Contractor shall provide preventative maintenance during regular State business hour (defined as 7:30 am to 6:00 pm Pacific Time), five days a week, Monday through Friday, excluding State observed holidays, plus on-call support 24 hours a day, 7 days a week for critical error resolution.</p> <p>Does CDHS require preventive maintenance to occur during business hours or during non-business hours?</p>	This requirement has been modified in Addendum 1.
29.	9/8/05	VIII.1 Page VIII-1	<p>Page numbers must be located in the same page position throughout the proposal.</p> <p>Will page numbers placed on the bottom outside corners on a double-sided page satisfy this requirement?</p>	Yes.
30.	9/8/05	VIII.2.1 Page VIII-2	The Draft Proposal should follow the format and content of the Final Proposal except the submission must not include actual dollar cost	Yes.

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			information. Are the number and format of Draft Proposal copies required the same as for the Final Proposal (e.g., 13 copies plus 1 CD)?	
31.	9/8/05	VIII.2 Page VIII-2	One copy of the entire proposal, in Microsoft Word, must be submitted on Compact Disc (CD). If some of the supporting documentation were prepared in other software packages, would the State accept electronic files embedded in a Word file or submitted in Adobe Acrobat format as sufficient to meet this requirement?	Yes.
32.	9/8/05	SA-15 Page VI-30	The System shall be implemented and operated at the Department of Technology Services. Do all production, development, operations and testing hardware need to be located at DTS?	Yes.
33.	9/8/05	CS-1 through CS-10 Page VI-39	Contractor Staffing Including the analytic consulting and technical consultation hours required elsewhere in the document, is it correct that the vendor must provide approximately 28 staff to support the Medi-Cal MISDSS?	Please see response to Question 27.

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
34.	Bidders Conference		<p>What is the approved budget for this project?</p> <p>Has a budget been developed for the MIS/DSS contract being procured and, if so, is that information available to potential bidders?</p>	<p>The MIS/DSS is an approved project with an ongoing budget allocation. For planning purposes, estimates for the new contract have been budgeted at the level of the current contract amount which is \$5.8 million, annually. If additional funding is required the State will request legislative approval prior to Contract Award.</p>
35.	Bidders Conference		<p>It appears that ITSD has primary responsibility for integrating for the multiple files that are provided...is this correct? The vendor then does some duplicate removal, etc.</p>	<p>ITSD is responsible for gathering and consolidating the data from all 80 submitters. That data is processed in various ways; e.g., to verify, and if necessary, assign the primary identifier for the beneficiaries. ITSD also performs “de-duplication” effort for managed care encounters and County Organized Health Plan (COHS) claims. ITSD also puts all of the claim records in a standardized format that is then passed on to the MIS/DSS Contractor. The MIS/DSS contractor is responsible for putting data into the data warehouse.</p>
36.	Bidders Conference		<p>How will DGS answer questions submitted throughout the process?</p>	<p>Answers will be posted to this website.</p>
37.	Bidders Conference		<p>Will DHS list the proprietary components of the system?</p>	<p>The proprietary components of the current system are:</p> <ul style="list-style-type: none"> • Panorama View • DataScan • CASE • Episodes • CORE conversion/Update Processes

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
				See questions 3 and 5 above. Also see Background Documents Section in the Bidder's Library.
38.	Bidders Conference		How did you determine that 6 months was a reasonable timeframe for the transfer process and 12 months was a reasonable date for full implementation?	The six-month timetable is based on the collective experience of DHS in bringing up information technology systems.
39.	Bidders Conference		The RFP states an extension of current Medstat contract is not authorized or feasible. Did DHS request or attempt to extend the current contract for the requirements of the current RFP?	No, DHS did not attempt to extend the current contract for the requirements of the current RFP. However, extending the contract to cover the 6 month turnover period is an option under consideration by DHS.
40.	Bidders Conference		The RFP states an extension of current Medstat contract is not authorized or feasible. How does the RFP define "feasible"? Was the contract extension not feasible due to policy/regulation administration, or are there technical limitations making current contract continuance not feasible?	This is not stated in the RFP. However, technical limitations make the current system incapable of meeting the current business needs and requirements of this RFP.
41.	Bidders Conference		The cost evaluation includes one-time costs. These costs include: 1) Commercial Off-The-Shelf Software (COTS) Software Costs; 2) Hardware Costs; 3) Initial Training Costs; and 4) Design, Implementation and Other One-Time Costs. Since the State is requiring a transfer of the existing solution, the current incumbent would not have to incur many of the costs in this section. Can the one time cost	The State is not requiring the transfer of the existing system (see questions 3 and 4 above). The State is interested in the total cost to the State therefore, one-time only costs will not be removed.

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			be removed from the cost evaluation process? If not, how will the state make sure other bidders are not deemed non-competitive due to these costs that will have to be borne by all bidders except for the incumbent?	
42.	9/22/05	General	<p>MIS/DSS Implementation: The Contractor will bid to transfer the existing MIS/DSS system and to enhance and upgrade the system.</p> <p>The RFP purpose is not clear on this matter: Is the State requesting that the bidder transfer the existing system (i.e. take ownership of all existing system components) and then 1) replace the proprietary components and 2) make required functional enhancements OR is the State requesting the bidder to propose a replacement system as implied in other sections of the RFP (i.e. The State intends to acquire a MIS/DSS solution based on the selection criteria as set forth in this RFP Pg VII-1).?</p> <p>If the intent is to “transfer and enhance” then please provide a specific list of what proprietary components need to be replaced and which components will remain in place.</p> <p>If the intent is to propose a replacement system please confirm that this RFP represent</p>	This subject was clarified in Addendum 1. It is the intent that the Bidder implements a system that meets all of the requirements specified in the RFP. The RFP represents a complete set of requirements for the MIS/DSS system to be proposed.

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			a complete set of requirements for that replacement system?	
43.	9/22/05	General	<p>IX.5.4.2 Cost Assessment</p> <p>Sealed Cost information will not be opened until the Evaluation Team has completed the previous steps in the evaluation process. If a Bidder's proposal has been determined to be non-responsive during any of the earlier steps, its cost information will remain unopened.</p> <p>The Cost Assessment consists of a computation of the Total Solution. The Cost Assessment will incorporate costs defined in Section VII, Cost, and provided by the Bidder in Appendix B, Cost Workbook.</p> <p>Determination of the cost of each Bidder's proposal will be based on an assessment of the total cost of the proposed solution, including the sum of software and hardware costs, implementation costs, and estimated labor costs for the contract. The maximum Cost Assessment score is 230.</p> <p>It is evident that the incumbent will have a significant cost advantage over any other vendor for the transfer of the existing system. To encourage competition, the state should eliminate all or part of the one-time costs from</p>	Please see Addendum 1 modifications and the answers to Questions #3, #4, and #41 in Appendix E: Questions and Answers. The State is not requiring the transfer of the existing system. The State will evaluate proposals on the total cost to the State therefore, one-time only costs will not be removed.

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			the evaluated price to encourage more bidders to pursue the contract and compete to deliver the best value.	
44.	9/22/05	I.1 Purpose of this Request for Proposal AND III.4 Existing Technical Infrastructure	<p>The new Contractor will be required to replace proprietary components and applications used in the current system.</p> <p>AND</p> <p>Medstat proprietary software includes DataScan, Panorama View, Panorama Briefing Book and Performance Measurement Workstation (PMW). Third-party proprietary software includes My Eureka!, and MapInfo.</p> <p>Is this a complete list of proprietary components, code and applications that need to be replaced? If not, please provide a complete listing.</p> <p>Please confirm that data models, measures, reports, groupers, custom coding (i.e. all ETL processes including those used to create the DSS Database, the Performance Summary Database and the HEDIS Reporting Database), etc. are not proprietary and can be used as needed in the new/enhanced system.</p>	<p>DHS “owns” some of the “transform” programs (from the Extract, Transform, Load process). The programs that are available for Bidders to re-use, if they so choose, are located in the Bidders Library under Phase 5 Program Design; Deliverable Contents-Jobs; Program Design.</p> <p>The Data Model and Schema are available in the Bidders Library. The reporting and query structure and underlying logic are proprietary to the current vendor.</p> <p>To the best of DHS’ knowledge, all components that can be re-used by the Bidder, if they so choose, are listed in the Bidders Library.</p>
45.	9/22/05	General	<p>Timeframes required:</p> <p>CD-7 System Test Results This deliverable is due no later than 150 calendar days after</p>	<p>Please see clarifications in Addendum 1. The State is not requiring a “transfer” of the existing system. The State is requiring the proposed system to be operational in six months. The State</p>

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			<p>Contract Award.</p> <p>Having system test results 5 months after the award date implies that the current system has been transferred and all planning, analysis, requirements, design, build, unit tests and system tests, etc. have been completed. This appears to be an aggressive schedule given the complexities of the process for any vendor other than the incumbent.</p> <p>According to the Independent Assessment Report, MIS/DSS was in development for approximately 3 years; how did the State determine that 6 months and the enhancements in 12 months?</p> <p>Also, please clarify what specifically is required to be operational 6 months after contract award?</p>	<p>believes that six months is a reasonable timeframe, given the specificity of the requirements, the knowledge of the DHS MIS/DSS staff, the use of Commercial off the Shelf software, and that the original MIS/DSS functionality was initially implemented in six months. See the Post Implementation Evaluation Report (PIER) in the Bidders Library, Section 2.5, for further information on the implementation timeframe of the original MIS/DSS.</p>
46.	9/22/05	I.2 Overview	<p>MIS/DSS integrates data from various sources including ... other reference data</p> <p>What all is included in “other reference data”?</p>	<p>Please refer to RFP Section VI, Requirements DI-18, DI-36 through DI-40.</p>
47.	9/22/05	I.2 Overview	<p>...(ITSD) is responsible for the data preparation from legacy paid claim reporting systems across more than 80 sources.</p>	<p>ITSD will be the exclusive data provider.</p>

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			Must we continue to use ITSD as the exclusive data provider or can we leverage data already cleansed and processed in other systems.	
48.	9/22/05	II.3.8	<p>During the demonstration, the Bidder must demonstrate that a State-selected sample of mandatory requirements can be satisfied by the Bidder's proposed MIS/DSS solution.</p> <p>If this RFP is to “transfer the existing Medi-Cal Management Information System/Decision Support System (MIS/DSS) from the current Contractor, and provide enhancement, operation and maintenance services for the transferred MIS/DSS” then how could the Bidder be expected to provide a demonstration when the Bidder will not be in possession of the system to be transferred and enhanced?</p>	Please see Addendum 1 modifications and the answers to Questions #3, #4, and #41 in Appendix E: Questions and Answers. The State is not requiring the transfer of the existing system.
49.	9/22/05	V.6.2 Letter of Bondability - Performance Bond	ADMINISTRATIVE REQUIREMENT 2: The State requires a performance bond for this project. Therefore, the Bidder shall provide, as part of its Draft and Final Proposal, proof of bondability and the terms and conditions of the performance bond. The proof of bondability must state that the bonding company will bond the Bidder for 50% of the value of the total contract, for the life of the Contract. The bonding company must be a surety, licensed to do business in the state of	This requirement has been modified in Addendum 3.

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			<p>California, with a rating of no less than A- (A minus). The awarded Contractor shall supply a performance bond in the amount of fifty percent (50%) of the contract award for the life of this Contract to ensure contract performance and guarantee deliverables by deadlines.</p> <p>Since a significant percentage of total contract value will be earned when the system is fully implemented and accepted the requirement to maintain the bond at 50% of the total value presents an additional cost to the vendor that is passed on to the state through the bid price. Suggest that this sentence be amended to read:</p> <p>The proof of bondability must state that the bonding company will initially bond the Bidder for 50% of the value of the total contract; in each subsequent year, the amount of the contract value subject to the 50% bond will be reduced by the contract value paid to the contractor in the previous year.</p>	
50.	9/22/05	Administrative Requirement 24	The Contractor shall deliver to the Escrow Agent the latest version of the COTS product (s), the source code for the COTS product(s), and all software used in the development, testing, and implementation of the MIS/DSS including all related documentation of the	This requirement has been modified in Addendum 2.

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			<p>software and all system development done as part of the Contract resulting from this RFP which is not commercially available.</p> <p>Generally the vendors of COTS products do not make their source code available, thus it is likely that the Contractor would not have this source code unless they were the vendor of the product.</p>	
51.	9/22/05	GF-4, MA-5	<p>The System shall provide end users the ability to Data Mine and aggregate data in the Decision Support database.</p> <p>Does this require Data Mining Software or just the data available for the users to do their own data mining? If so, what specific data mining functionality or techniques are required? Does the current system contain any data mining capabilities? If so, is it proprietary?</p>	The software provided to meet various requirements to perform aggregating functions and reporting functions will be used for the data mining. The current system functionality is proprietary.
52.	9/22/05	GF-9	The System shall provide the end users the capability to study, track, and compare the compliance of providers (including managed care Contractors) with clinical practice guidelines and other normative benchmarks of clinical and/or financial performance, such as National Council on Quality Assurance (NCQAs) and Health Plan Employer Data and Information Set (HEDIS) performance measures.	The Contractor will supply the normative benchmark data.

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			Will the department supply the normative benchmark data or is that the responsibility of the contractor?	
53.	9/22/05	GF-19	<p>The System shall provide end users the ability to perform SQL queries against the database using SAS or SPSS tools.</p> <p>SA-7 - The System (including any third-party tools) shall provide a Presentation layer that does not have direct access to the data store. Are these in conflict?</p> <p>GF-19 and SA-7 seem to be in conflict. Does requirement SA-7 require some type of presentation layer on top of the SPSS or SAS applications?</p>	Requirement GF-19 has been modified in Addendum 2. The proposed architecture must support end user SAS access to the MIS/DSS through the presentation layer (i.e., no direct access).
54.	9/22/05	RQ-51	<p>The system shall provide the option to exclude a beneficiary from query results, including beneficiary, claim or other types of counts, when a claim has been adjusted.</p> <p>Is this requirement basically requiring the ability to include or exclude adjustments in queries and reports?</p>	This requirement has been modified in Addendum 2.
55.	9/22/05	DI-27	<p>Provider Master File – The System shall retain history of changes to provider data.</p> <p>Does MIS/DSS retain history of PMF changes</p>	The current system is being modified to retain a history of PMF changes (i.e., effective and termination dates are being added to PMF

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			<p>today? How long is history to be retained? What is the scope of fields that are key for this history retention? How does PMF history get used for reporting?</p>	<p>records in MIS/DSS).</p> <p>There will be a rolling history with the latest 5 PMF records being reflected. The key fields are Provider ID, Enrollment Status Data, Category of Service Code, Provider Type, Provider Specialty, Federal ID Number, License Number, Medicare Number, National Provider Identifier, and Provider Service Address.</p> <p>PMF history is used for various activities, including provider profiling fraud prevention activities.</p>
56.	9/22/05	DI-36	<p>Reference Data: The Contractor shall use the standard definitions and data field labels for all data, as specified by the DHS in the 35 File Data Element Dictionary.</p> <p>This requirement conflicts with requirement SD-6 “The Contractor shall establish, use, document, and otherwise maintain professionally and technically sound standards, techniques, and tool including, but not limited to:</p> <p>Data naming standards Definition standards Standards for data characteristics, etc Can we defer to the more open requirement SD-6?</p>	<p>Requirement SD-6 has been modified in Addendum 2.</p>

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
57.	9/22/05	DI-47	<p>The System shall perform an annual data reconciliation and update of production and archive data.</p> <p>What is the MIS/DSS data being reconciled to? What kind of updates would need to be performed?</p>	<p>The MIS/DSS data is being reconciled to the MEDS, Provider Master File, and Paid Claim and Encounter System data feed extract files. Updates would be performed against the MIS/DSS for any identified inconsistencies or data anomalies.</p> <p>This requirement has been modified in Addendum 2.</p>
58.	9/22/05	PA-1	<p>The Contractor shall provide licenses sufficient for 300 total authorized users with 50 concurrent simultaneously logged on users.</p> <p>This states “50 concurrent simultaneously logged on users”. Is the requirement to only support 50 logged on users (some or all of whom can be inactive) or to support 50 concurrent queries against the system?</p>	<p>50 concurrent users who may be submitting concurrent queries against the system. This requirement has been modified in Addendum 2.</p>
59.	9/22/05	PA-4	<p>The Contractor shall perform maintenance that interrupts system availability, only between the hours of 1 am Sunday and 6 am Monday, Pacific Time...</p> <p>What is the current maintenance window for MIS/DSS?</p>	<p>Under the current MIS/DSS contract, the Contractor schedules maintenance that interrupts system availability with the MIS/DSS Project Office. There is no defined maintenance window.</p>
60.	9/22/05	SS-8	<p>The System shall make all calls to the Database layer as a trusted sub-system that utilizes a single database access account for all</p>	<p>Answer pending.</p>

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			<p>transactions.</p> <p>With this approach, there is no control or knowledge of who is accessing what and thus makes SS-12 (audit logs for all user activity) and SS-13 (log all user transactions against confidential data at the Database layer) challenging. Can the department please explain the rationale for this requirement?</p>	
61.	9/22/05	VI-ST-4	<p>The initial and quarterly training shall be provided end users in Sacramento, the Bay area, and Southern California.</p> <p>Does the state pay for all travel costs?</p>	Contractor travel costs may be included as a line item in Cost Table Form VII-4 and may be included in the “Rate Per Quarter” in Cost Table Form VII-6. The State will not reimburse travel costs that are not included in the Cost Tables.
62.	9/22/05	SO-2	<p>The Contractor shall perform monthly updates to any MIS/DSS data marts and statistical summary databases.</p> <p>Does this requirement preclude the contractor from offering Episode Grouped data (for example) on a bi-annual or quarterly basis, or at a refresh interval other than monthly?</p>	Yes, this requirement precludes the contractor from offering Episode Grouped data (for example) on a refresh interval other than monthly.
63.	9/22/05	VI-SM-9	The Contractor shall provide periodic upgrades (e.g. version upgrades, software patches) to all hardware provided in response to meet the requirements as described in this RFP including providing all necessary software and programming services required	This work is to be included in the fixed price bid.

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			to implement the upgrades. Is this work billable or considered fixed price?	
64.	9/22/05	V-DGF-8	The Systems should provide access to public and private healthcare industry and intelligence regarding cost and diagnostic standards to be used in predicting cost and utilization trends and for establishing external benchmarks. Can the department expand on this desirable requirement?	If the Contractor has access to non-published normative data, this would be provided by the Contractor and used in MIS/DSS analysis. For purposes of this RFP, Normative Data is considered comparable health services data from other public and private healthcare industry agencies or jurisdictions. The data diagnostic standards, which can be used in predicting service costs and utilization trends and for establishing external benchmarks. These Normative Data will be used to compare summary level data from the MIS/DSS.
65.	9/22/05	RQ-40	The System shall provide end users the ability to array and analyze time series data. Can you please clarify this requirement and provide specific examples?	This requirement will be modified in Addendum 2. An example would be a query that lists the number of eligibility records by month and year.
66.	9/22/05	RQ-42	The System shall provide end users the ability to create normative comparisons from any set or subset of the complete database. Can you please clarify this requirement and provide specific examples?	Ends users would have the capability to generate normative data within the database. For example, end users would have the ability to identify the population or study group, and then compute norms for the identified group. An example would be to look at all the providers in Sacramento County and establish a norm for the

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
				number of services provided in a given time period, then compare a provider outside of the identified group (e.g., a Los Angeles provider) to assess the differences in their practice patterns.
67.	9/22/05	RQ-80, DI-6	<p>The System shall provide end users the ability to query across both the active and the online archive database in a single query.</p> <p>Please describe an Online Archive database. Is this a requirement of the transfer or enhanced system?</p>	These requirements have been modified in Addendum 3.
68.	9/22/05	MA-1	<p>The System shall provide a hierarchical consolidation of data by aggregated classes, groupings, and combinations, with drill-down capabilities for analysis, profiling, and exception reporting of eligibles, providers, services, diagnoses, capitation payments, expenditures, billing patterns and procedures.</p> <p>Can you please clarify this requirement and provide specific examples?</p>	The System shall provide hierarchical consolidation of data (roll-ups) such as Eligibility Aid category (aid codes); Age Group (age); Plan Model Type (PHP code) and advanced drill-down for simplified and complex analysis, profiling, and exception reporting of eligibles, providers, services, diagnoses, capitation payments, expenditures, billing patterns and procedures. This shall include aggregated classes, grouping, and combinations, as well as individual-level analyses of single eligibles, providers, services, diagnoses, capitation payments, expenditures, billing patterns, and/or procedures.
69.	9/22/05	MA-15	<p>The System shall provide linear programming modeling capabilities.</p> <p>Can you please clarify this requirement and</p>	This requirement has been deleted in Addendum 3.

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			provide specific examples?	
70.	9/22/05	MA-17	<p>The System shall provide end users the ability to create, modify and save grouping parameters.</p> <p>Can you please clarify this requirement and provide specific examples?</p>	<p>Two types of “grouping parameters” are currently used in 1) sub-setting and/or 2) defining the report. These grouping parameters can be saved to the user’s library.</p> <p>The sub-set criteria define the limits of the desired data when accessing the database. This sub-set can then be saved by the user to use in the future. This sub-set can be modified by the user by deleting or adding different criteria to the previously saved sub-set, and then saved under a different name.</p> <p>This same process is used when defining the parameters of a report to be prepared. These parameters can be saved and modified in the future by the user, if desired.</p>
71.	9/22/05	DI-10	<p>The System shall provide end users the ability to link a claim record on the database with the original input record using the record identification number (RIN) supplied by DHS.</p> <p>Can you please clarify this requirement and provide specific examples?</p>	<p>The RIN allows a user to match the data warehouse record to the original data feed flat file record. This is used most often to reconcile data validation/integrity issues.</p>
72.	9/22/05	VII	<p>Maintenance Request Costs: The Bidder shall enumerate a single hourly rate per year to provide up to 2,000 hours per year of technical</p>	<p>Please refer to RFP Requirement SM-3, which states “The Contractor shall provide up to 2,000 hours per year of technical consultation and</p>

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			<p>consultation and services for System Requirements.</p> <p>Are all tasks within this work billable?</p>	<p>services for system maintenance as part of the Maintenance Request process (refer to Form VII-8, Maintenance Requests Costs Worksheet). This consultation and service shall include but not be limited to: implementation of routine changes to the system design (e.g., new database fields, revised logic for existing fields, new database tables, new or modified System questions, etc.) and other unanticipated changes (e.g., support of a new Windows operating system). Use of these services will be approved by DHS in writing prior to services being provided via a Maintenance Request process.”</p> <p>After completion of the Maintenance Request, the contractor can bill the State for the number of hours approved in the Maintenance Request at the Rate Per Hour provided on Form VII-8.</p>
73.	9/22/05	VII	<p>Analytical Requests Costs: The Bidder shall enumerate a single hourly rate per year to provide a minimum of 5,000 hours per year.</p> <p>Are all tasks within this work billable?</p>	<p>Please refer to RFP Requirement US-1, which states “The Contractor shall provide 5,000 hours per year of analytical consulting service to users and programs, as part of the Analytical Request process (refer to Form VII-9, Analytical Requests Costs Worksheet), in areas of expertise including but not limited to:</p> <p>Identification of Medi-Cal fraud and abuse.</p> <p>Expertise in specialized areas, such as pharmacy and dental knowledge</p> <p>Private sector health industry standards related to</p>

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
				<p>Medicaid Specialized report development Expertise in HIPAA reporting requirements Decision support and modeling concepts</p> <p>Use of these services will be approved by DHS prior to services being provided via an Analytical Services Request process.”</p> <p>After completion of the Analytical Services Request, the Contractor can bill the State for the number of hours approved in the Analytical Services Request at the Rate Per Hour provided on Form VII-9.</p>
74.	9/22/05	VII	<p>Maintenance, Operations, and Administration Costs</p> <p>Are all tasks within this work billable?</p>	<p>The Bidder shall enumerate a single monthly rate per year for maintenance, operations, and administration costs (including turn over activities) required to meet the on-going maintenance, operations, and administration requirements specified in Section VI, Functional and Technical Requirements.</p> <p>DHS will pay the Contractor the fixed monthly rate for these services.</p>
75.	10/11/05	III.6.2	<p>Will the successful bidder be able to keep the data in the current formats/models during the transition period?</p> <p>Will the successful bidder be able to use these</p>	<p>The non-proprietary information for the data models is contained in the Bidders Library.</p> <p>See answer to Question #44 for additional</p>

RFP DHS 4260-186
Medi-Cal MIS/DSS RFP
Appendix E – Questions and Answers

#	DATE RECEIVED	RFP REFERENCE	QUESTION TO THE STATE	RESPONSE FROM THE STATE
			data formats/models and enhance as (or if) needed as part of the new system? Will the full data models be made available in the library? Are the existing data models proprietary?	information.